

**IF YOU FEEL THAT YOUR RIGHTS HAVE BEEN VIOLATED, YOU MAY CONTACT:**

Indiana Civil Rights Commission  
(ICRC)  
(800) 628-2909

United States Department of Justice  
(317) 226-6333

United States Department of  
Transportation  
(202) 366-4070

Federal Transit Administration  
(312) 353-2789

A private attorney

## DEADLINES

**YOU HAVE 180 DAYS FROM THE DATE OF THE ALLEGED DISCRIMINATION TO FILE A CHARGE WITH THE INDIANA CIVIL RIGHTS COMMISSION.**

**THE DEADLINES FOR FILING WITH OTHER AGENCIES VARY BASED ON THE STATUTORY PROVISIONS OF THE SPECIFIC AGENCY.**

**IF YOU NEED HELP  
CALL ICRC TODAY!  
(317) 232-2600**

INDIANA CIVIL RIGHTS COMMISSION  
100 NORTH SENATE AVENUE, ROOM N103  
INDIANAPOLIS, INDIANA 46204-2255

OFFICE: (317) 232-2600  
TOLL FREE: (800) 628-2909  
HEARING IMPAIRED: (800) 743-3333  
FAX: (317) 232-6580  
WEB SITE: [www.in.gov/icrc](http://www.in.gov/icrc)

MONDAY - FRIDAY  
INTAKE HOURS 7:30A.M. - 5:30 P.M.

Large print, Spanish, or braille publication  
available upon request.

*Si necesita esta publicacion, la puede solicitar en  
caracteres grandes, español y braille.*

MITCHELL E. DANIELS, JR.  
GOVERNOR OF INDIANA

ALPHA BLACKBURN  
CHAIRPERSON

To view employment opportunities with the  
Indiana Civil Rights Commission, visit the  
Indiana State Personnell Job Bank at  
<http://www.in.gov/spd/2334.htm>

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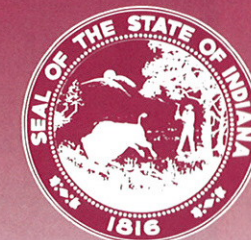
AN EQUAL OPPORTUNITY EMPLOYER

**INFORMATION  
ON PUBLIC ACCOMMODATION  
IN INDIANA  
INSIDE**



**INDIANA  
CIVIL RIGHTS  
COMMISSION**

**YOUR RIGHTS  
TO  
EQUAL ACCESS  
AND USE OF  
PUBLIC  
ACCOMMODATIONS  
IN INDIANA**



**Tony A. Kirkland, Executive Director**

"Morality cannot be legislated,  
but behavior can be regulated."

— Dr. Martin Luther King, Jr.



## A PLACE OF PUBLIC ACCOMMODATION

**CAN NOT DENY *EQUAL OPPORTUNITY FOR ACCESS* TO OR USE OF ITS SERVICES, GOODS OR FACILITIES BECAUSE OF A PERSON'S:**

**RACE**      **RELIGION**  
**COLOR**     **DISABILITY**  
**ANCESTRY** **SEX**  
**NATIONAL ORIGIN**

## WHAT IS A PUBLIC ACCOMMODATION?

A *public accommodation* is an establishment that caters or offers its services, facilities or goods to the general public **IC 22-9-1-3(m)**.

## SOME COMMON EXAMPLES OF PUBLIC ACCOMMODATIONS INCLUDE:

**HOTELS**      **RESTAURANTS**  
**THEATERS**   **CONVENTION CENTERS**  
**STORES**      **PROFESSIONAL SERVICES**  
**SOCIAL SERVICES**  
**PUBLIC TRANSPORTATION**  
**PLACES OF RECREATION OR EXHIBITION**

## ACCESS TO AND USE OF PUBLIC ACCOMMODATIONS BY PEOPLE WITH DISABILITIES

*Newly constructed public accommodations* must be built to be accessible to and useable by a person with a disability. *Public accommodations* located in *existing buildings that undergo renovations* must make the *renovated sections*, and in some circumstances path of travel, accessible for people with disabilities.



A *public accommodation* located in an *existing building that does not undergo renovation*, must make "reasonable accommodations" in customer policies, practices and procedures or undertake "*readily achievable*" *physical barrier removal* that will provide equal opportunity to individuals with disabilities.

If barrier removal is not "readily achievable," services must be provided by *alternative methods*.

A *public accommodation* is not required to make accommodations or modifications that would fundamentally alter the nature of the goods or services provided. Appropriateness of accommodations and modifications are determined on a case-by-case basis that includes consideration of the financial or administrative burden imposed upon the place of *public accommodation*.

## REASONABLE ACCOMMODATIONS MAY INCLUDE:

- Braille, large print or taped written material
- TDD/TTY telephone service
- Permitting service animals
- Interpreter services



## PRIORITIES IN MAKING READILY ACHIEVABLE BARRIER REMOVAL

1. Providing physical access
2. Providing access to areas where goods and services are available to the public
3. Providing access to restrooms
4. Providing access to other remaining areas



## EXAMPLES OF ALTERNATIVE METHODS

- Assigning aides for patrons with disabilities
- Relocating services to an accessible area

## REMEMBER:

**A PLACE OF PUBLIC ACCOMMODATION MAY PROVIDE ACCOMMODATIONS DIFFERENT THAN THOSE SPECIFICALLY REQUESTED BY THE PATRON WITH A DISABILITY AS LONG AS THE ACCOMMODATION PROVIDES ACCESS TO AND USE OF THE FACILITY, GOODS AND SERVICES IN THE MOST INTEGRATED SETTING POSSIBLE.**

**Under Indiana civil rights laws, penalties for unlawful discrimination involving places of public accommodation may include:**

- Out of pocket expenses
- Compensatory damages, including emotional distress
- Injunctive relief
- Other measures

**Under federal law, penalties for unlawful discrimination involving places of public accommodation may include:**

- Compensatory damages
- Civil penalties
- Attorney's fees
- Injunctive relief
- Remedial measures
- Barrier removal or alterations